

Providing impactful feedback in your CQC assessment

Skills for Care registered manager webinar Tuesday 24 September 2024

Here are some useful links and websites for more information.

All our recorded registered manager webinars on a variety of topics, including this one, can be found on our [website](#).

Resource links

Skills for Care

Useful templates and information provided by Care Research

1. Permission slip

The Care Quality Commission (CQC) has developed a new way of assessing services called the Single Assessment Framework. One of the big changes is that the CQC wish to speak directly to staff outside of on-site assessment visits. To do this, the CQC will request your personal information (phone number or email address) with us.

There are many ways in which the CQC may wish to speak to staff. This includes:

- A phone call

- 1:1 virtual meeting

- Email

- A focus group virtual meeting

- The CQC's 'Give feedback on care' online form.

We are aware of the importance of handling your personal data carefully and being mindful of your wishes and preferences in relation to being contacted by the CQC. As a result, this permission slip tells us if you'd like to connect with the CQC and in what ways.

Name:

1. I am willing to be contacted by the CQC (please circle) YES NO

If you selected yes, please respond to all remaining questions.

2. I give permission for my personal phone number to be shared with the CQC (please circle) YES NO

Please note that when the CQC calls your personal phone, it will likely show as a private or withheld phone number.

3. I give permission for my email address to be shared with the CQC (please circle) YES NO

4. What are your preferred communication approaches with the CQC (please circle all that apply)

- 1:1 phone call
- 1:1 virtual meeting
- Email
- Focus group (virtual meetings) with other staff members
- The CQC's 'Feedback on care' online form

5. When would you prefer to be contacted b2 81.2 reW*nB 12 Tf1 0 0 1 42.5 534.19Tm0 g0 0.

2. Evidence categories

